

DD/A Registry

83-1988

DDS&T-640-83

5 AUG 1983

MEMORANDUM FOR: Director of Data Processing
THROUGH: Deputy Director for Administration
FROM: R. E. Hineman
Deputy Director for Science and Technology
SUBJECT: Recommendations for Improving ADP Service to
DDS&T

DD/A REGISTRY
FILE: 50-2

1. As a result of our recent discussions on improving ODP support to DDS&T, I have completed a study of service being received by my offices. This study is attached. I have found two general areas of concern requiring our further attention:

- More ODP manpower could be assigned to DDS&T requirements.

In the applications programming support area, my offices see projects suffering because programmers are assigned to multiple projects. Our projects often experience delays because of the priority system. In addition, the Ames Computer Center is partially supported by ORD personnel. ODP should provide the personnel necessary to assume responsibility for this Center.

- DDS&T components not regularly requiring support by ODP report some difficulty getting requirements answered.

On the other hand, frequent users of ODP services report excellent service. All DDS&T components should have benefit of this quality service. The difficulty of tracing requirements within ODP is one stumbling block to those customers not used to interacting with ODP.

2. I am confident we can work together on these items. I have assigned [] from my staff as point of contact on these issues. He can be reached on extension [] black or [] secure.

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R. E. Hineman

Attachments
As stated

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